

## **PRV – Checks Stale Dated Checks**

### **Purpose:**

If a provider neglects to cash or deposit a check within six months, the check is considered stale dated. Stale dated checks are cancelled, the claims paid from it are reversed, and the money is credited to the State Bank Account (Medical Assistance Appropriation). Once the claim is reversed the provider must resubmit the claims to be paid. The Department of Human Services (DHS) Fiscal Management (FM) will identify the stale dated checks after the check reaches 180 days old based on a monthly report from the bank. DHS Fiscal Management e-mails a list of provider names, provider numbers, check amounts, date the check was issued and the check number to IME Provider Services

### **Identification of Roles:**

DHS Fiscal Management – Identifies aging and stale dated unprocessed checks  
IME Provider Services - prepares adjustment e-forms to reverse claims  
IME Core Unit – Processes credits and adjustments as requested

### **Performance Standards:**

N/A

### **Path of Business Procedure:**

**Step 1: DHS Fiscal Management e-mails the spreadsheet of checks that are stale dated to the Associate Analyst**

**Step 2: Save the spreadsheet to the folder titled Stale Dated Checks found in the DATEDCHKRESEARCH drive**

- a. Title the document with the month and year (MMYY) Stale Dated Checks

**Step 3: Print the Remittance Advice for the provider number corresponding to the date of the check shown on the spreadsheet**

- a. Refer to operational procedure 13008 Printing a Remittance Advice
- b. If the Remittance Advice is that of a pharmacy provider (remit will reflect the pharmacy name and claims will be for prescription drugs) give the remit to the IME Point of Sale (POS) Unit to work the stale dated check.

**Step 4: Assign a CCN (Cash Control Number) and DCN (Document Control Number) to each Remittance Advice**

- a. Go into the IMEUNIVERSAL drive and open the Provider Stale Dated Checks folder. Click on the file titled Stale Dated Check Log and enter the password.
- b. Using the Remittance Advice enter the National Provider Identifier (NPI) number, check number and amount of check
- c. Enter the Document Control Number (DCN) which is the Remittance Advice (RA) number found on the Remittance Advice (when entering the DCN on the spreadsheet use the letters RA preceding the number).
- d. Enter the Cash Control Number (CCN) on the spreadsheet. The CCN is a nine-digit code assigned to each check

- e. The first two digits represent the Year, the next three digits represent the Julian Date, the sixth digit is a 6 representing the code for Stale Date and the last three digits represent the number of checks being worked that day. EXAMPLE: Two checks are being worked on June 11, 2007. The CCN's are 07 162 6 001 and 07 162 6 002. '
- f. Record the DCN and the CCN on the Remittance Advice

**Step 5: Locate the claim in the Medicaid Management Information System (MMIS)**

Using the Remittance Advice pull up each claim in MMIS

- a. In MMIS enter 5 (Claims Inquiry) in the Application-Number field on the main menu, hit enter
- b. Tab to the field titled All Claims Files and enter an X
- c. Tab to the Recipient Identification Number (ID) field and enter the recipient number from the claim shown on the Remittance Advice
- d. Tab to the Provider Identification ( ID) /National Provider Identifier (NPI) field and enter the NPI number found on the Remittance Advice
- e. Tab to the Dates Of Service field and enter the dates of service from the claim shown on the Remittance Advice
- f. Hit the Enter key
- g. Look for the most recent TCN (Transaction Control Number) to adjust

**Step 6: Adjust the claim - has the claim been adjusted in MMIS?**

Yes - Proceed to Step 8

No - Proceed to Step 7

**Step 7: Complete the Adjustment**

- a. A mass adjustment may be completed if there is more than one claim on a remit and no adjustments appears on the remit; if only one claim appears on the remit and no adjustments than a credit history is completed. A mass adjustment will reverse all transactions for the claims appearing on the Remittance Advice
- b. Mass Adjustment
  - 1. Click on File
  - 2. Go to New and click on Forms
  - 3. Click on Core Mass Adjustment
  - 4. Complete the form by entering the following information (Do Not Copy/Paste Information)
  - 5. Cash Control Number (CCN)
  - 6. Provider Type
  - 7. Billing Provider (legacy number)
  - 8. Processing Comments: Stale Dated check enter the Remittance Advice (RA)#, check#, and the date of the RA
  - 9. Record Code: AC Credit Request
  - 10. Adjustment Reason: 19
  - 11. Affect-Credit History
  - 12. Document Control Number (DCN): RA#
  - 13. Click Submit
- c. The Core department will send an email with the batch number and what day the mass adjustment was processed. This information is used to pull the batch report
  - 1. Click on Document Retrieval
  - 2. Document Type Group: Cold Reports
  - 3. Document Types: CR Claims Process
  - 4. Keywords: Report ID: IAMC8900-R001

5. Select the document of the date the mass adjustment was processed
6. Locate the batch number of the mass from the report
7. Verify all information
  - a. Provider number
  - b. Provider type
  - c. Remittance advice
  - d. Date paid

After verification that all the information is correct on the Batch report look up the Mass Credit/Adjustment analysis

- a. Click on Document Retrieval
- b. Document Type Group: Cold Reports
- c. Document Types: CR Claims Process
- d. Keywords: Report ID: IAMC6500-R014
- e. Hit the Ctrl +F3 key on your keyboard
- f. Enter the legacy number into the Search for field
- g. Click Find
- h. Verify the following information referring back to the remittance advice.
  1. Batch Total
  2. Total TCN

If everything was processed correctly on the Batch and the Analysis report, reply to the email from the Core Unit advising them it is okay to release the batch

**History/Credit Adjustment:**

- a. Click on File
- b. Go to New and click on Forms
- c. Click on Core Internal Credit/Adjustment Request
- d. Complete the form by entering the following Do Not Copy/Paste Information:
- e. Request Type – Credit
- f. Claim Type – History
- g. TCN – Most Recent TCN
- h. NPI number
- i. State ID
- j. Adjustment Reason – Always 19
- k. CCN – Number assigned to the stale dated check
- l. Comments – Stale Dated Check
- m. DCN – Remittance Advice number with RA as prefix
- n. Click Save

**Step 8: Compare the amount paid on the original claim to the adjusted claim**

Determine if the most recent TCN reflects a greater reimbursement amount than the original claim

**Paid More:**

Complete a History Adjustment in OnBase (see Step 7) with the following exceptions:

- a. Request Type – Adjustment
- b. Claim Type – History
- c. Comments – Stale Dated check - manually price each line (enter the allowed line charge prior to the adjustment from the Credit – Mass- Adjusted Claim)
- d. Click Save

**Step 9: Check the Returned Adjustments Queue**

- a. If the IME Core Unit cannot process an adjustment, it will be returned to the Returned Adjustment queue in OnBase
- b. Click on the Workflow icon
- c. Click on Returned Adjustments
- d. Click on PRV-Returned Adjustments and correct the adjustment and resubmit

**Step 10: Update the Stale Dated Check Log**

- a. Go to the DATEDCHKRESEARCH drive
- b. Click on the folder titled Stale Dated Checks
- c. Click on the Stale Dated spreadsheet being worked and update the spreadsheet to reflect the date the adjustment was completed in MMIS
- d. Go into the IMEUNIVERSAL drive
- e. Click on the folder titled Provider Stale Dated Checks
- f. Click on the Stale Dated Check Log and enter the password
- g. Update the spreadsheet to reflect the date the adjustment was completed in MMIS

**Forms/Reports:**

Remittance Advice  
Stale Dated Check Spreadsheet  
Stale Dated Check Log

**RFP References:**

N/A

**Interfaces:**

N/A

**Attachments:**

Process Map

Attachment 1

